



**NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSON
WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)**
Department of Empowerment of Persons with Disabilities (Divyangjan)
(Ministry of Social Justice & Empowerment, Govt of India)
Manovikas Nagar, Secunderabad – 500 009
An ISO 9001-2015 Institution



NIEPID/Pur.10(445)/2024-25/

23.04.2025

NIEPID invite tender in GeM for Hosting of E-Sanidhya platform in cloud server as per the specifications given below for a period of one year, which can be extended for **two more years** on a yearly basis at the same rate and same terms and conditions subject to satisfactory performance and mutual agreement:

Sl. No	Description	Service	No's	Configuration	Summary
1	Instance	EC2 Advance EC2instance (t3.large),	2 (Prod Environment StagingEnvironment)	OS – Ubuntu - Ubuntu 22.04.4 LTS X 3 No's vCPU Ram 16GB x 2 No's OS Disk Size 100 GB x 2 Nos (Prod & Backup)	Tenancy (Shared Instances), Operating system (Linux), Workload (Consistent, Number of instances: 2), Advance EC2instance (t3.large), Pricing strategy (3yr No Upfront), Enable monitoring (enabled), EBS Storage amount (30 GB), DTInbound: Not selected (0 TB per month), DT Outbound: Not selected (0 TB per month), DT Intra-Region: (0 TB per month)
2	DB Server	RDS for PostgreSQL Instance Type (db.m5.xlarge),	2 (Prod Environment Staging Environment)	PostgreSQL 14.1 1 Storage 100 x 2 No's	Storage amount (100 GB), Nodes (1), Instance Type (db.m5.xlarge), Utilization (On-Demand only) (100 %Utilized/Month), Deployment Option (Single-AZ), Pricing Model (Reserved), Storage volume (General Purpose SSD (gp2)), Additional backup storage (100 GB), Total Size of Backup Processed for Export (GB) (50 per month), Number of hours running on RDS Extended Support (20per month)

3	Storage	S3 Standard	1 (Prod Environment Staging Environment Back Up)	5GB x 2 No's 2 GB x 1 No's	S3 Standard storage (30 GB per month), PUT, COPY, POST, LIST requests to S3 Standard (500), GET, SELECT, and all other requests from S3 Standard (500), Data returned by S3 Select (30 GB per month), Data scanned by S3 Select (30 GB per month)
4	Route 53	Route 53	N/A	Hosted Zones (1)	
5	Web Application Firewall	Web Application Firewall (WAF)	1	Number of Web Access Control Lists (Web ACLs) utilized (2 per month)	
6	Application Load Balancer	Application Load Balancer	1	Number of Application Load Balancers (1)	
7	CloudFront	CloudFront	N/A	Data transfer out to internet (10 GB per month), Data transfer out to origin (10 GB per month), Number of requests (HTTPS) (1000000 per month)	
8	GuardDuty	Virtual Private Cloud (VPC)	1	Working days per month (30), Number of subnet associations ()	
9	Chime SDK	Chime SDK	1	Number of attendees (3), Number of sessions per month (5000)	
10	GuardDuty	GuardDuty	1	EC2 VPC Flow Log Analysis (2 GB per month), EC2 DNS Query Log Analysis (1 GB per month)	

11	API Gateway	API Gateway	N/A	HTTP API requests units (millions), Average size of each request (34 KB), REST API request units (millions), Cachememory size (GB) (None), WebSocket message units (thousands), Average message size (32 KB), Requests (permonth)	
12	Cloud Watch	CloudWatch	1		Number of Metrics (includes detailed and custom metrics) (5), GetMetricData: Number of metrics requested (100000), GetMetricWidgetImage: Number of metrics requested (100000), Number of other API requests (1000), Expected LogsData scanned (50 GB)
13	Cloud Trail	Cloud Trail	1	Management events units (millions), Write management trails (1), Read management trails (1), Data events units(millions), S3 trails (1), Lambda trails (1), Insight events units (millions), Trails with Insight events (1)	
14	Inspector	Inspector	N/A	Average* No. of EC2 instances scanned per month (3)	
15	SMS	SMS		Average 50,000 per month	For OTP Login

Technical Compliance Sheet

Sl. No	Description	Service	No's	Configuration	Summary	Technically Complied Yes/No
1	Instance	EC2 Advance EC2instance (t3.large),	2 (Prod Environment Staging Environment)	OS – Ubuntu - Ubuntu 22.04.4 LTS X 3 No's vCPU Ram 16GB x 2 No's OS Disk Size 100 GB x 2 Nos (Prod & Backup)	Tenancy (Shared Instances), Operating system (Linux), Workload (Consistent, Number of instances: 2), Advance EC2instance (t3.large), Pricing strategy (3yr No Upfront), Enable monitoring (enabled), EBS Storage amount (30 GB), DTInbound: Not selected (0 TB per month), DT Outbound: Not selected (0 TB per month), DT Intra-Region: (0 TB per month)	
2	DB Server	RDS for PostgreSQL Instance Type (db.m5.xlarge),	2 (Prod Environment Staging Environment)	PostgreSQL 14.1 1 Storage 100 x 2 No's	Storage amount (100 GB), Nodes (1), Instance Type (db.m5.xlarge), Utilization (On-Demand only) (100 %Utilized/Month), Deployment Option (Single-AZ), Pricing Model (Reserved), Storage volume (General Purpose SSD (gp2)), Additional backup storage (100 GB), Total Size of Backup Processed for Export (GB) (50 per month), Number of hours running on RDS Extended Support (20per month)	
3	Storage	S3 Standard	1 (Prod Environment Staging Environment Back Up)	5GB x 2 No's 2 GB x 1 No's	S3 Standard storage (30 GB per month), PUT, COPY, POST, LIST requests to S3 Standard (500), GET, SELECT, andall other requests from S3 Standard (500), Data returned by S3 Select (30 GB per month), Data scanned by S3 Select(30 GB per month)	
4	Route 53	Route 53	N/A	Hosted Zones (1)		
5	Web Application Firewall	Web Application Firewall (WAF)	1	Number of Web Access Control Lists (Web ACLs) utilized (2 per month)		

6	Application Load Balancer	Application Load Balancer	1	Number of Application Load Balancers (1)		
7	CloudFront	CloudFront	N/A	Data transfer out to internet (10 GB per month), Data transfer out to origin (10 GB per month), Number of requests (HTTPS) (1000000 per month)		
8	GuardDuty	Virtual PrivateCloud (VPC)	1	Working days per month (30), Number of subnet associations ()		
9	Chime SDK	Chime SDK	1	Number of attendees (3), Number of sessions per month (5000)		
10	GuardDuty	GuardDuty	1	EC2 VPC Flow Log Analysis (2 GB per month), EC2 DNS Query Log Analysis (1 GB per month)		
11	API Gateway	API Gateway	N/A	HTTP API requests units (millions), Average size of each request (34 KB), REST API request units (millions), Cachememory size (GB) (None), WebSocket message units (thousands), Average message size (32 KB), Requests (permonth)		

12	CloudWatch	CloudWatch	1		Number of Metrics (includes detailed and custom metrics) (5), GetMetricData: Number of metrics requested (100000), GetMetricWidgetImage: Number of metrics requested (100000), Number of other API requests (1000), Expected LogsData scanned (50 GB)	
13	Cloud Trail	Cloud Trail	1	Management events units (millions), Write management trails (1), Read management trails (1), Data events units (millions), S3 trails (1), Lambda trails (1), Insight events units (millions), Trails with Insight events (1)		
14	Inspector	Inspector	N/A	Average* No. of EC2 instances scanned per month (3)		
15	SMS	SMS		Average 50,000 per month	For OTP Login	

Scope of Work

For migration and deployment of e-sandhya software, NIEPID requires cloud service infrastructure that can support, sustain, and deploy the websites. The detailed scope of work is as below:

Cloud Infrastructure Setup and Management: The agency shall be responsible for designing, configuring, and managing our server infrastructure, including the creation and configuration of virtual servers, storage resources, networking components, and security settings.

VPC Management (VPN Connections, Route Tables, Subnets, etc): The agency will handle the management of Virtual Private Cloud(VPC) infrastructure, including VPN connections, route tables, subnets, and other related components.

Application Deployment and Management: The agency shall handle the deployment and management of our applications on the server. This includes setting up application environments, configuring load balancers, and ensuring high availability and fault tolerance to minimize downtime.

Access Management (IAM and OS):The agency will handle access management, including Identity and Access Management (IAM) controls and operating system-level user access, ensuring proper authorization and security.

Data Management and Analytics: The agency shall assist us ineffectively managing our data on a cloud server. This involves tasks such as setting up and configuring databases, implementing data storage solutions, ensuring data security and privacy, and enabling data analytics and reporting capabilities.

Data Back upon Demand: The agency will perform data backups as per NIEPIDs requirements, allowing them to request back up operations whenever necessary.

Application Recovery/Healing: In the event of application failures or issues, the agency will provide recovery or healing processes to restore the application to its normal functioning state.

Disaster Recovery Plan: The agency should have a disaster recovery plan which ensures that no data is lost and the system is up and running with in the shortest possible time.

The agency shall ensure the security of our cloud server environment by implementing robust security measures. This includes designing and implementing access controls, network security configurations, encryption mechanisms, and continuous monitoring to detect and respond to security threats. They shall also assist in achieving and maintaining compliance with industry-specific regulations and standards.

Firewall Management (Security Groups), Network Address Translation (NAT) Access, and Keys: The agency will manage the configuration and maintenance of firewalls, security groups, network address translation settings, and access keys for secure network communication.

Performance Optimization: The agency shall be responsible for monitoring and optimizing the performance of our applications and infrastructure on the cloud server. This includes conducting regular performance monitoring, identifying performance bottle necks, and implementing necessary performance tuning measures to enhance overall efficiency and responsiveness.

Cost Optimization: The agency shall analyze our server resource usage and provide recommendations to optimize costs. They shall conduct a

Thorough analysis of resource utilization, right-size instances based on work load requirements, utilize cost-effective storage options, implement cost allocation tags for better cost tracking, and leverage server reserved instances or spot instances to optimize cost efficiency.

Migration Services: The agency shall assess our existing infrastructure and applications, develop a migration plan, and execute the migration to the cloud server with minimal disruption to operations and data integrity. Additionally, the agency should migrate NIEPID internally developed websites mentioned above from the current server infrastructure to the new server infrastructure account.

Monitoring and Alerting: The agency shall set up proactive monitoring and alerting systems to continuously monitor the performance, availability, and security of our server environment, ensuring prompt detection and response to any issues or threats.

Log Management and Rotation: The agency will manage logs generated by the system, ensuring proper rotation and maintenance of log files for system monitoring and troubleshooting purposes.

System Failure Response: In the event of system failures, the agency will respond promptly to diagnose and address the root cause, minimizing down time and restoring normal operations.

Fault Tolerance: The agency should implement a fault tolerance system which should be equipped to handle system failures as well as security breaches if they occur.

Security Breaches: In case of security breach, log s mentioned above should be available for detection and analysis

Manual Patching (Pre-release Testing): The agency will perform manual patching activities, including pre-release testing, to ensure that system updates or security patches are applied safely and effectively.

Imaging on Demand: The agency will provide imaging services, allowing the customer to request the creation of system images for backup, cloning, or replication purposes.

Application and Database Backup: The agency will perform backups of applications and databases as per customer requirements, enabling them to request backup operations when needed.

System Restore: The agency will assist in restoring the system to a previous state of known working configuration incase of issues, data corruption, or other incidents.

Data Confidentiality and Security:

- The Agency will implement appropriate security measures to protect the e-sanidhya data from unauthorized access, loss, or alteration. This includes but is not limited to encryption, access controls, firewalls, intrusion detection systems, and regular security audits.

- The Agency will comply with all applicable data protection laws and regulations, as required by the nature of e-sanidhya data.

- The Agency will maintain strict confidentiality regarding any information accessed during the provision of services and will not disclose or use the data for any purpose other than providing the agreed-upon services.

Data Breach Response:

- In the event of a data breach, the Agency will promptly notify ICMAI and provide necessary cooperation in investigating the breach.
- The Agency will implement appropriate remedial actions to mitigate the impact of the data breach and prevent future occurrences.

Data Ownership:

- NIEPID retains ownership of all data stored or processed on the cloud server infrastructure provided by the Agency.
- The Agency acknowledges that it has no ownership rights or claims over the e-sanidhya's data.

Liability and Indemnification:

- The Agency shall Be liable for any breaches of data confidentiality and security caused by its negligence or intentional misconduct.
- The Agency shall indemnify and hold e-sanidhya harmless from any financial or reputational damages arising from data breaches or unauthorized disclosure caused by the Agency's actions or omissions.

Data Server Locations: NIEPID is an Indian organization with its head office located in India. For operational reasons, the data center must be located in India.

Terms and Conditions:

1. The quantity of the services may be increase or decrease as per the requirement and the payment will be released as per actual.
2. No advance payment will be made. However the payment will be made after 30 days on completion of work inspection of the same by NIEPID
3. The work should be completed within 30 days.
4. The decision of competent authority is final to accept or reject the Tender or relax the conditions of the tender.
5. IT/GST TDS will be deducted as per rules.
6. Demurrage charges will be made for delayed supply @0.5% per week.
7. MSME Registered firms are exempted from EMD.
8. The successful bidder shall have to submit the price breakup of quoted rate for issuing of final purchase order.
9. The price quoted should be inclusive of all taxes.
10. The following documents will be checked for technical scrutiny:
 - a) Technical bid form duly filled as per the format in the tender document should be submitted along with tender document.
 - b) Shall submit three (03 nos.) similar work order of **Rs. 2.5 lakhs** each or two (02 nos) work order of **Rs.3 lakhs** each or One work order of **Rs. 5.5 lakh** from different organizations executed in the last 03 years
 - c) Shall have firm registration/Shop and Establishment Licenses certificate (Attach copies).
 - d) Annual financial statement of company for last 3 years authorized by CA and should have turnover of **Rs. 7 Lakhs** p.a.
 - e) Acceptance certificate of technical bid as per Annexure-1.
 - f) Acceptance certificate of financial bid as per Annexure-2.
 - g) Details of EMD submitted.
 - h) GST/VAT/CST Certificate of the firm to be attached
 - i) PAN details to be attached
 - j) All the pages should be serially numbered, signed and stamped. Indicate the total no. of pages submitted.
 - k) Compliance report of technical specification alongwith brand and catalogue if any.
11. All the above documents are required alongwith the technical bid.
12. The price quoted by the tenderer should be firm and inclusive installation, any other tax/charges inclusive of VAT/GST. No tenderer shall be allowed to revise its original price.
13. The service should conform to the specification given.

TECHNICAL BID FORM

SI No.	Description	Submitted Yes/No Indicate the Page No. Where the copy attached In the tender document
1.	Name of the Firm: Head Office Address : Branches Tel. No. Fax No. e-mail web site, if any	
2.	Kind of proprietorship: (i) If limited concern, name and address of Directors and Managing Directors i) If single owner, name and address of the proprietor and Manager. ii) If partnership, name and addresses of partners	
3.	Shall submit three (03 nos.) similar work order of Rs. 2.5 lakhs each or two (02 nos) work order of Rs.3 lakhs each or One work order of Rs. 5.5 lakh from different organizations executed in the last 03 years	
4.	Shall have firm registration/Shop and Establishment Licenses certificate (Attach copies)	
5.	Annual financial statement for last 3 years authorized by CA and should have turnover of Rs. 7 Lakhs p.a	
6.	Acceptance certificate of technical bid as per Annexure-1.	
7.	Acceptance certificate of financial bid as per Annexure-2.	
9.	GST/VAT/CST Certificate of the firm to be attached	
10.	PAN details to be attached	
11	All the pages should be serially numbered, signed and stamped. Indicate the total number of pages submitted.	
12	Compliance report of technical specification	
13	Details of EMD	

ACCEPTANCE CERTIFICATE

FOR TECHNICAL BID

I.....(designation).....,of (Name of the Company)..... hereby accept the above mentioned Terms & Conditions for **Hosting of E-Sanidhya platform in cloud server for a period of one year.**

Date:

Place:

Signature & Company Seal

Annexure-2

ACCEPTANCE CERTIFICATE

FOR FINANCIAL BID

I.....(designation).....,of (Name of the Company)..... hereby accept the above mentioned Terms & Conditions for **Hosting of E-Sanidhya platform in cloud server for a period of one year.**

Date:

Place:

Signature & Company Seal

Tender Inviting Authority
